GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:3443
ANSWERED ON:06.12.2016
Complaints on e-Commerce Firms
Ashok Kumar Shri K.;Sivaprasad Dr. Naramalli

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) the details of the steps taken by the Government since the inception of e-commerce platforms for consumer protection from such platforms;
(b) whether the Government is planning to bring in a separate legislation to cover such platforms under consumer protection in the near future, if so, the details thereof and if not, the reasons therefor;
(c) whether the Government has received complaints regarding poor quality goods and services of e-commerce firms, if so, the details thereof including the number of complaints received;
(d) whether it is true that many of the firms did not respond to the action taken by the Government regarding the complaints received; and
(e) if so, the details thereof indicating the Government''s plan for addressing the issue?

Answer

MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI C. R. CHAUDHARY)

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(a) & (b) The Consumer Protection Act, 1986 provides for protection of the interests of the consumers and under the provisions of the said Act, three tier quasi judicial mechanism has been set up at District, State and National levels to provide for speedy, inexpensive and simple redressal to consumer disputes. Aggrieved consumer can file a complaint against defective goods, deficient services in an appropriate consumer Forum. All modes of transactions including e-commerce transactions are covered under the provisions of the Act. In the Consumer Protection Bill 2015 which has been already introduced in Parliament, it has been clarified that the provisions of the Act will cover all modes of transaction including e-commerce. Further, electronic intermediary is also being defined in the Bill.

(c) & (d) Yes Madam, during the last three years the Government has received 1301 complaints in respect of poor quality/spurious products delivered by the e-commerce companies. The matter has been taken up with the companies. Few companies has resolved the complaints and other companies have not responded. The Government has asked companies to partner with the National Consumer Helpline for speedy resolution of the complaints especially the companies which are not covered under their convergence programme.
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